

KC BizCare – Business Customer Service Center

DATE: February 26, 2013

TO: Richard Usher, Assistant City Manager

FROM: John Pajor, KC BizCare

SUBJECT: Monthly Report – January 2013

In January we received an update from the KC Regional Microloan Fund on their activities from 2012. We are delighted to report that this resource partner issued 32 loans to small businesses in Kansas City for a total of \$213,390.08. A detailed copy of the report is available upon request.

We participated in an innovative event for municipal governments titled, "Big Ideas for Small Business". Representatives from more than 20 America cities joined a conference to discuss best practices for the administration of rules that impact small business. We heard presentations about Chicago's Restaurant Start-Up program, New York's New Business Acceleration Team and the Los Angeles Restaurant Express Program. We look forward to these monthly conference calls to learn more about the work other communities are doing to support small business.

On January 16 we collaborated with the business accelerator BizPerc to host and office hours event for entrepreneurs. KCTV 5 did a story on the morning of the event to provide publicity. Eight aspiring individuals sat down to visit with Millie Crossland, Chief Technology Officer and KC BizCare staff to discuss their ideas and gain support for their ventures.

We met with a prospective new resource partner in the latter part of the month. Darcella Craven is the Executive Director of the Veterans Business Resource Center in St. Louis. The VBR is a nonprofit agency that assists veterans who want to launch, grow or sell a business. The agency has a long term plan to open a satellite office in Kansas City, Missouri.

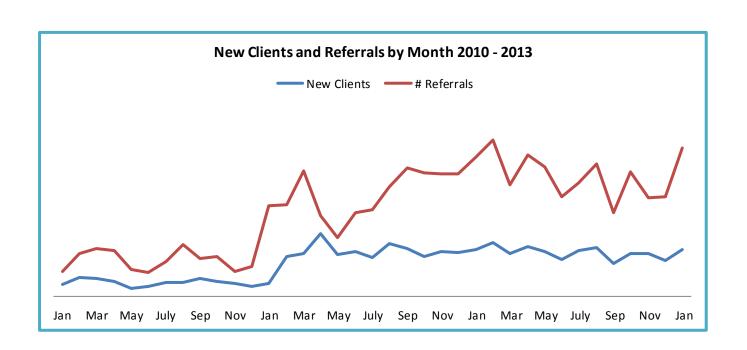
We look forward to a productive 2013 in which we can develop new tools and engage new resource partners to better service small business owners in Kansas City.

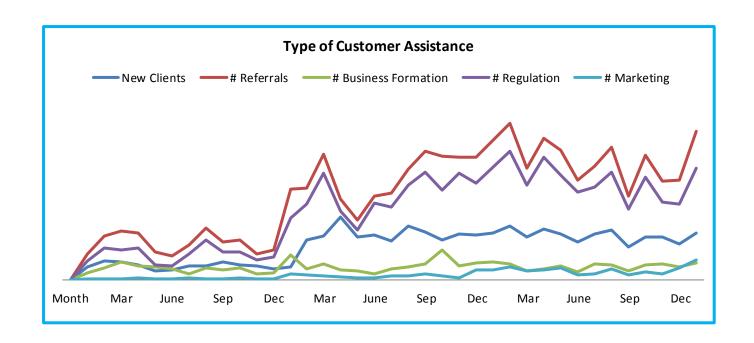
Referrals to City, State, Federal Departments & Resource Partr	ners - January 2013	# of
Entity	Type of Referral	Referrals
City Departments		
Finance - Earnings Tax	Regulatory	1
Finance - Business Licensing	Regulatory	118
Fire Marshall	Regulatory	1
General Services - Procurement	Business Formation	2
Health - Food Protection	Regulatory	5
Human Relations - Small Business Division	Business Formation	1
KC BizCare	Business Formation	1
Neighborhood & Community Services - Rental Registration Program	Regulatory	1
Neighborhood & Community Services - Regulated Industries	Regulatory	2
Planning & Development - Building Codes	Regulatory	9
Planning & Development - Citywide Planning	Business Formation	1
Planning & Development - Contractor Licensing	Regulatory	5
Planning & Development - Development Management	Regulatory	3
Planning & Development - Home-based Business, IB # 117	Regulatory	65
Planning & Development - Permits Division	Regulatory	15
Planning & Development - Zoning Clearance	Regulatory	139
Water - Waste Water Treatment Division	Regulatory	1
State Departments		
Missouri Dept of Health and Senior Services	Regulatory	1
Missouri Dept of Revenue	Regulatory	9
Missouri Office of Equal Opportunity	Regulatory	1
Missouri Secretary of State	Regulatory	23
Federal Departments & Agencies		
IRS Small Business & Taxpayer Information	Regulatory	21
Small Business Administration - website	Business Formation	1
US Copyright Office	Business Formation	8
Resource Partners		
Enterprise Center of Johnson County	Business Formation	1
Entrepreneurial Legal Services Clinic - UMKC	Business Formation	14
Farm to Table Kitchen - City Market	Business Formation	2
Google Get Your Business Online	Business Formation/Marketing	4
Greater Kansas City Chamber of Commerce	Business Formation/Marketing	1
H&R Block Business and Career Center, Central Library	Business Formation	2
Helzberg Entrepreneurial Mentoring Program	Business Formation	1
Hispanic Chamber of Commerce of Greater Kansas City	Business Formation/Marketing	3
Hispanic Economic Development Corporation	Business Formation	3
Internet Webpage	Business Formation	8
Justine Petersen Micro-lending Program	Business Formation	13
Kansas City Downtown Council	Business Formation/Marketing	1
Kansas Small Business Development Center	Business Formation	3
Kauffman Foundation	Business Formation/Marketing	2
KCSourceLink	Business Formation/Marketing	20

Referrals to City, State, Federal Departments & Resource	ce Partners - Jan 2013, continued	# of
Landlords, Inc.	Business Formation/Marketing	1
Main Cor	Business Formation/Marketing	1
Mid-America Minority Business Development Council	Business Formation/Marketing	2
Northeast Kansas City Chamber of Commerce	Business Formation/Marketing	1
Northland Neighborhoods, Inc.	Business Formation/Marketing	1
Northland Regional Chamber of Commerce	Business Formation/Marketing	4
Parkville Chamber of Commerce	Business Formation/Marketing	1
Platte City Area Chamber of Commerce	Business Formation/Marketing	1
Rockhurst University	Business Formation/Marketing	1
Shepherd's Center of the Northland	Business Formation/Marketing	1
South Kansas City Chamber of Commerce	Business Formation/Marketing	1
Southtown Brookside Waldo Council	Business Formation/Marketing	4
The Freelance Exchange of Kansas City	Business Formation/Marketing	1
Thinking Bigger Guide	Business Formation/Marketing	20
Truck Stop in the Crossroads - Facebook	Business Formation/Marketing	1
Turner School of Construction	Business Formation	1
UMKC Bloch School of Management	Business Formation	1
WikiKC	Business Formation/Marketing	1
Total Referrals:		556

Networking Contacts	January 2013
Entity	Date
Kauffman Foundation	1/9/2013
KCMO Small Business Committee	1/11/2013
Kauffman Foundation	1/14/2013
Economic Development Corporation	1/16/2013
Think Big Partners	1/16/2013
Main Cor Development Corporation	1/17/2013
Troost Alliance	1/23/2013
Veteran's Business Resource Corporation	1/29/2013
Kauffman Foundation	1/30/2013

Month	New Clients	First Time in Business	%	Home-based Business	%
August	200	22	11.0%	77	38.5%
September	180	56	31.1%	56	31.1%
October	148	40	27.0%	47	31.8%
November	170	45	26.5%	45	26.5%
December	166	48	28.9%	41	24.7%
January	175	59	33.7%	55	31.4%
February	201	86	42.8%	72	35.8%
March	161	72	44.7%	61	37.9%
April	189	87	46.0%	70	37.0%
May	169	81	47.9%	62	36.7%
June	140	62	44.3%	55	39.3%
July	172	70	40.7%	50	29.1%
August	185	69	37.3%	54	29.2%
September	123	56	45.5%	39	31.7%
October	160	65	40.6%	52	32.5%
November	160	45	28.1%	41	25.6%
December	134	52	38.8%	31	23.1%
January	175	79	45.1%	65	37.1%
	3008	1094	36.4%	973	32.3%





Active Clients June 2009 - Dec 2010	471	542	608	664	695	732	783	850	905	955	993	1041
Month of 2010	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	95	162	181	174	102	89	131	193	142	150	94	111
Number assisted with business formation	23	43	66	52	47	39	22	44	34	43	20	26
Number assisted with regulatory/licensing	69	118	109	118	54	49	96	147	105	103	72	84
Number assisted with marketing	3	1	1	4	1	1	4	2	3	4	2	1
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow -up w ithin 3 w eeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	9	9	3	8	6	5	5	5	6	7	7	4
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients Jan 2011 - Dec 2011	1189	1351	1586	1744	1871	2022	2117	2317	2497	2645	2815	2981
Month of 2011	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	341	345	472	302	222	313	324	413	481	462	460	460
Number assisted with business formation	92	40	57	35	31	22	38	46	57	111	52	61
Number assisted with regulatory/licensing	231	283	401	259	185	286	273	355	402	290	401	364
Number assisted with marketing	22	18	14	8	6	5	13	12	22	14	7	35
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow -up within 3 weeks	N/A	100%	100%									
Number of networking events	7	4	9	2	6	7	9	13	9	10	13	10
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients Jan 2012 - Dec 2012	3156	3357	3518	3707	3876	4016	4188	4370	4493	4653	4813	4947
Month of 2012	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of referrals	524	586	419	531	486	374	427	496	314	468	371	374
Number assisted with business formation	66	57	33	38	49	29	60	56	33	53	58	46
Number assisted with regulatory/licensing	421	483	354	459	394	329	346	402	263	386	292	284
Number assisted with marketing	37	47	32	34	43	16	21	38	18	29	21	44
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	4	20	18	8	11	16	7	11	7	8	14	7

Active Clients Jan 2013 - Dec 2013			
Month of 2013	Jan		
Number of referrals	556		
Number assisted with business formation	63		
Number assisted with regulatory/licensing	420		
Number assisted with marketing	73		
% of walk-ins assisted within 10 minutes	100%		
% of emails/voicemails within 4 hours	100%		
Number of networking events	10		

This is how the data breaks out by industry/business acti	vitv.		
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2011 Business Customers by NAICS Code			
Primary business activity:	#	%	
Agriculture, forestry, fishing	3	0.1%	
Mining	2	0.1%	
Utilities	2	0.1%	
Construction and trades	241	12.0%	
Manufacturing	78	3.9%	
Wholesale trade	60	3.0%	
Motor vehicle parts & dealers	121	6.0%	
Retail trade/including electronic shopping	330	16.5%	
Transportation/warehousing	56	2.8%	
Information/communication	27	1.3%	
Finance/insurance	38	1.9%	
Real estate/ rental leasing	54	2.7%	
Professional/scientific/technical services	169	8.4%	
Administrative support / waste management services	210	10.5%	
Educational services	20	1.0%	
Healthcare and social assistance	70	3.5%	
Arts, entertainment, or recreation	79	3.9%	
Accomodations or food service	167	8.3%	
Other services, including repair and personal services	254	12.7%	
Religious, grant making, civic organizations	20	1.0%	
Total:	2001	100.0%	

- Agriculture, forestry, fishing
- Mining
- Utilities
- Construction and trades
- Manufacturing
- Wholesale trade
- Motor vehicle parts & dealers
- Retail trade/including electronic shopping
- Transportation/warehousing
- Information/communication
- Finance/insurance
- Real estate/ rental leasing
- Professional/scientific/technical services
- Administrative support / waste management services
- Educational services
- Healthcare and social assistance
- Arts, entertainment, or recreation
- Accomodations or food service
- Other services, including repair and personal services
- Religious, grant making, civic organizations

